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DATE: August 9, 2004

TO: USPTO – Official Central Fax      FACSIMILE No.: 703-872-9306  
TELEPHONE:

FROM: Robert W. Holland  
Hamilton & Terrile, LLP

SUBJECT: USSN 10/082,386  
Attorney Docket No. ALI 066416.0126  
Customer No. 33438

This transmittal consists of 8 pages, including this cover sheet.

**MESSAGE:**

Enclosed for filing in USSN 10/082,386, please find a Response to Non-Final Office Action (7 pages). Thank you.

If you do not receive all pages, please call (512) 338-9100.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Daniel N. Duncan, Alexander N. Svoronos, Thomas J. Miller

Assignee: Austin Logistics Incorporated

Title: Method and System for Self-Service Scheduling of Inbound Inquiries

Serial No.: 10/082,386 Filed: February 25, 2002

Examiner: Bing Q. Bui Group Art Unit: 2642

Docket No.: ALI 066416.0126 Customer No. 33438

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RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office action dated June 22, 2004, having a shortened statutory period expiring September 22, 2004. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

-1-